

EXHIBIT 11

TECHNICAL ASSISTANCE CENTER

**** GM RESTRICTED ****

Case No:	07284299	VIN:	<div>Privacy</div>
Date Opened:	20040413	Model Year:	2003
Date Closed:	04/13/2004	Model Series:	AN
Dealer Code:	S121715	Mileage:	008262
Dealer Name:	Saturn of AlbuquerqueAlbuquerque	Dealer State:	NM
Dealer Phone:	5057651301	Division:	Saturn

SYMPTOM ABSTRACT— INTERMITTENT STALL INTERMITTENT STALL WHEN STOPPIN

RESOLUTION ABSTRACT- IDLE AIR CONTROL VALVE REPLACEMENT

UCC CODE 1-----

UCC-1 DESCRIPTION— Engine

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

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Tech stated the customer complaint was the engine intermittently stalls when coming to stops. The tech stated he duplicated the concern on a test drive. He said the car restarted right after it stalled. The tech stated there was no DTC's set when the vehicle stalled.

Advised the tech to attach Tech 2 and monitor 1)IAC counts at idle with a/c off 2)IAC position w/ A/C on and 3) IAC position without A/C. If any of these values are outside range of 25-85, replace IAC and retest. If after IAC replacement, counts are still outside range, replace ECM. Also advised tech to check for loose Ignition Switch connector, check grounds at left headlamp and on left frame rail. Wiggle UHJB connectors/harnesses to see if engine stalls. If stalls check UHJB terminal tightness to connector and tightness of UHJB bolts.

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